



CIST1122 Hardware Installation and Maintenance

COURSE SYLLABUS

Hybrid

Spring Semester 2018

COURSE INFORMATION

Credit Hours/Minutes: 4/5250

Class Location: Swainsboro Campus, Building 2, Room 2106

Class Meets: Tuesday and Thursday 10:15 AM – 12:10 PM 15 weeks, 60% in class, 40% online

Course Reference Number (CRN): 40038

Preferred Method of Contact: Email [Jamie Powers jpowers@southeasterntech.edu](mailto:jpowers@southeasterntech.edu)

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Mr. Jamie Powers

Office Location: Swainsboro Campus, Building 2, Room 2106

Office Hours: 3:00pm – 5:30pm Monday/Wednesday Swainsboro Campus and 3:45pm – 5:00pm

Tuesday/Thursday Vidalia Campus

Email Address: [Jamie Powers jpowers@southeasterntech.edu](mailto:jpowers@southeasterntech.edu)

Phone: 478-289-2221

Fax Number: 478-289-2214

Tutoring Hours (if applicable): Made by appointment with instructor

This course is taught in a hybrid format. Hybrid classes require students to complete a portion of the required contact hours traditionally by attending classes on campus while completing the remaining portion online at the student's convenience with respect to the instructor's requirements.

SOUTHEASTERN TECHNICAL COLLEGE (STC) CATALOG AND HANDBOOK

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Handbook](http://www.southeasterntech.edu/student-affairs/catalog-handbook.php) (<http://www.southeasterntech.edu/student-affairs/catalog-handbook.php>).

REQUIRED TEXT

No Text Purchase is required. Students will access the e-textbook which is included with the TestOut website course program. Students are required to purchase the **Access Code: TestOut PC Pro ISBN 978-1-935080-42-8 from the STC Bookstore** or from www.TestOut.com. TestOut PC Pro will be used for the CIST1135 and CIST1122 and will only need to be purchased once. Students will be given the registration information before class begins. Students who prefer to purchase a book as a resource, may obtain the book information from the instructor.

REQUIRED SUPPLIES & SOFTWARE

Use STC computers or a computer with XP, VISTA, Win 7, 8, or 10, 1.3 Ghz Processor, 512 MB RAM, up to 4.5 GB free hard drive space, DVD Drive, Monitor with 1024X768 resolution, sound card, Internet Explorer 7+ or **Google Chrome (preferred)**, Windows Media Player 10.0 or later, Adobe Reader, optional: 128 mb or higher USB Flash Drive **Note: Students will be saving their work via the TESTOUT LabSim and thru BLACKBOARD. Internet access required. Students are required to have TestOut access code on the first day of class.**

Note: Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor Georgia Virtual Technical Connection (GVTC) provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to take an online course.

COURSE DESCRIPTION

This course serves to provide students with the knowledge of the fundamentals of computer technology, networking, and security along with the skills required to identify hardware, peripheral, networking, and security components with an introduction to the fundamentals of installing and maintaining computers. Students will develop the skills to identify the basic functionality of the operating system, perform basic troubleshooting techniques, utilize proper safety procedures, and effectively interact with customers and peers. This course is designed to help prepare students for the CompTIA A+ certification examination.

MAJOR COURSE COMPETENCIES

1. Hardware
2. Troubleshooting, Repair and Maintenance
3. Operating Systems and Software
4. Networking
5. Security
6. Operational Procedures

PREREQUISITE(S)

Program Admission

GENERAL EDUCATION CORE COMPETENCIES

Southeastern Technical College has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

WORK ETHICS:

The Technical College System of Georgia instructs and evaluates students on work ethics in all programs of study. Ten work ethics traits have been identified and defined as essential for student success: appearance, attendance, attitude, character, communication, cooperation, organizational skills, productivity, respect, and teamwork. Students will be required to take a work ethics exam as marked in the lesson plan. A grade of 70 or better is required to complete the work ethics requirements for this class.

STUDENT REQUIREMENTS (HYBRID)

Students are expected to complete all work shown on the attached lesson plan. Students will login to TestOut website, complete the reading, watch lecture/tutorial videos, and complete the lab and the exams for each module. Students are also expected to complete all tests and comprehensive problems on the dates specified on the attached calendar. Assignments will be saved via the Blackboard and TestOut system. Assignments are given with numerous days to complete; therefore no assignment will be accepted late. After the due date a grade of zero will be given. CIST program students must earn a minimum grade of C in this course. Unannounced quizzes/assignments may be given. Students who miss an unannounced quiz or assignment will receive a grade of 0.

Discussion Board topics must be appropriate to the class. Spelling and grammar are considered part of the grade. Posted content should fully answer the question. Short 1 to 2 sentence posts will not be sufficient. See Discussion Board rubric below. **Complete your initial post by Wednesday and all replies by the Monday due date.**

HYBRID ATTENDANCE

Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of "F" (Failing 0-59) and face financial aid repercussions in upcoming semesters.

Instructors are responsible for determining whether missed work may be made up and the content and dates for makeup work is at the discretion of the instructor.

Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws, stops attending, or receives an "F" in a course.

SPECIAL NEEDS

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, to coordinate reasonable accommodations.

SPECIFIC ABSENCES

Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

PREGNANCY

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126.

WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" (Withdrawn) is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of "F" being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must speak with a representative of the Financial Aid Office to determine any financial penalties that may be assessed due to the withdrawal. All grades, including grades of "W", will count in attempted hour calculations for the purpose of Financial Aid.

Remember - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

MAKEUP GUIDELINES (TESTS, QUIZZES, HOMEWORK, PROJECTS, ETC.)

Students are required to take all tests scheduled during the semester. Failure to take Tests/Exam(s), and assignments will result in a grade of zero. There will be no makeup of assignments or EXAMS. If Internet or browser failure occurs, contact instructor immediately. A decision will be made at that time if the assignment/exam will be reset. Instructor reserves the right to deduct points from the scores for exceeding the scheduled time limit on the assignment/exam. Note: If student notifies instructor about problems because of technical issues after the due date or on the last day of the semester, the student will NOT be allowed to make-up the assignment. No exceptions! Assignments must be turned in on the assigned date and will not be accepted late, a grade of zero will be given. All assignments are due according to the lesson plan. The due dates are posted on the lesson plan. Weeks start on Tuesday and end on Monday with assignments due on Monday at 11:55 PM. See Lesson Plan. Makeups are not allowed for unannounced quizzes/assignments.

ACADEMIC DISHONESTY POLICY

The Southeastern Technical College Academic Dishonesty Policy states that all forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the Southeastern Technical College Catalog and Handbook.

PROCEDURE FOR ACADEMIC MISCONDUCT

The procedure for dealing with academic misconduct and dishonesty is as follows:

1. First Offense

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

2. Second Offense

Student is given a grade of "WF" (Withdrawn Failing) for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

3. Third Offense

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of third offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION

The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member or citizenship status (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer	Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 st Street, Vidalia Office 108 Phone: 912-538-3126 Email: Helen Thomas hthomas@southeasterntech.edu	Blythe Wilcox, Director of Human Resources Vidalia Campus 3001 East 1 st Street, Vidalia Office 138B Phone: 912-538-3147 Email: Blythe Wilcox bwilcox@southeasterntech.edu

ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College's website.

ACCESS TO TECHNOLOGY

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College's Website \(www.southeasterntech.edu\)](http://www.southeasterntech.edu).

TECHNICAL COLLEGE SYSTEM OF GEORGIA (TCSG) GUARANTEE/WARRANTY STATEMENT

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

GRADING POLICY

Assessment/Assignment	Percentage
LabSims – In Class	30%
Exam Questions - Online	30%
Discussion Boards – In Class	5%
Work Ethics - Online	10%
Final Exam – In Class	25%

GRADING SCALE

Letter Grade	Range
A	90-100
B	80-89
C	70-79
D	60-69
F	0-59

CIST1122 Hardware Installation and Maintenance

Spring Semester 2018 Lesson Plan

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 1 January 8 - 15	1.0	<p>First Day of Class: Class Introduction – Syllabus, Outline, Work Ethics, Rules & Regulations coverage</p> <p>REQUIRED FOR THE COURSE Managing E-Mail Messages with STC Office 365 MAIL</p> <p>School Holiday Jan 15</p> <p>Login to TestOut and enter the registration information given to you by the instructor.</p> <p>Computing Overview</p>	<p>Familiarize yourself with BLACKBOARD class (COMP 1000). See STC Website – MySTC</p> <p>Login to BLACKBOARD</p> <p>Getting Started – Start Here Items:</p> <ul style="list-style-type: none"> • Read all items • Complete STC Pledge Acknowledgement, Student Introduction Due midnight 01/08/18 <p>Familiarize yourself with Using Student Email Account (STC Office 365 Mail) from mySTC.</p> <p>Send email to instructor with an attachment for First Day Attendance. Due midnight 01/08/18</p> <p>You must have the TestOut keycode in order to start. To join the class, use the class crn number.</p> <p>For each module in the TestOut you will watch a video/demonstration, read the information given, complete a simulation and then answer the questions at the end.</p> <p>Complete from Module 1.0 Computing Overview (online assignment)</p> <ul style="list-style-type: none"> • 1.1 Course Introduction (7 minutes) • 1.2 Using the Simulator (43 minutes) • 1.3 Hardware Basics (54 min & 14 ques) <p>Complete Discussion Board 1</p> <p>Week 1 assignments must be completed and turned in before midnight Monday Jan 15</p>	1 a, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 2 January 16 - 22	2.0	PC Technician	Complete from Module 2.0 – PC Technician <ul style="list-style-type: none"> • 2.1 Protection and Safety (45 min & 10 ques) • 2.2 Professionalism (22 min & 12 ques) • 2.3 PC Tools (22 min & 11 ques) • 2.4 PC Maintenance (51 min & 9 ques) (online assignment) • 2.5 Troubleshooting Overview (24 min & 12 ques) (online assignment) Complete Discussion Board 2 (online assignment) Week 2 assignments must be completed and turned in before midnight Monday January 22	2,6 a, b, c
Week 3 January 23- 29	3.0	System Components	Complete from Module 3.0 – System Components <ul style="list-style-type: none"> • 3.1 Cases, Form Factors, and Power (18 min & 6 ques) • 3.2 Power Supplies (44 min & 15 ques) • 3.3 Motherboards and Buses (37 min & 9 ques) (online assignment) • 3.4 Motherboard Troubleshooting (33 min & 9 ques) (online assignment) • 3.5 Processors (64 min & 11 ques) (online assignment) Week 3 assignments must be completed and turned in before midnight Monday January 29	1 a, b, c
Week 4 January 30 – February 5	3.0	System Components	Complete from Module 3.0 – System Components <ul style="list-style-type: none"> • 3.6 Processor Troubleshooting (33 min & 11 ques) • 3.7 Memory (46 min & 12 ques) • 3.8 Memory Installation (65 min & 11 ques) (online assignment) • 3.9 Memory Troubleshooting (38 min & 11 ques) (online assignment) • 3.10 BIOS/UEFI (72 min & 14 ques) (online assignment) Week 4 assignments must be completed and turned in before midnight Monday February 5	1 a, b, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 5 February 6 - 12	3.0	System Components	Complete from Module 3.0 – System Components <ul style="list-style-type: none"> • 3.11 Expansion Cards (29 min & 10 ques) • 3.12 Video (38 min & 11 ques) • 3.13 Audio (57 min & 11 ques) (online assignment) • 3.14 Cooling (27 min & 14 ques (online assignment) Complete Discussion Board 3 (online assignment) Week 5 assignments must be completed and turned in before midnight Monday February 12	1 a, b, c
Week 6 February 13 - 19	4.0	Peripheral Devices	Complete from Module 4.0 Peripheral Devices <ul style="list-style-type: none"> • 4.1 Peripheral Devices (19 min & 5 ques) • 4.2 USB (33 min & 10 ques) • 4.3 IEEE 1394 (Firewire) (22 min & 7 ques) (online assignment) Complete Discussion Board 4 (online assignment) Week 6 assignments must be completed and turned in before midnight February 19	1, 3 a, c
Week 7 February 20 - 26	4.0	Peripheral Devices	Complete from Module 4.0 Peripheral Devices <ul style="list-style-type: none"> • 4.4 Display Devices (81 min & 12 ques) • 4.5 Video Troubleshooting (28 min & 8 ques) • 4.6 Device Driver Management (67 min & 8 ques) (online assignment) • 4.7 Device Driver Troubleshooting (41 min & 11 ques) (online assignment) Week 7 assignments must be completed and turned in before midnight Monday February 26	1, 3 a, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 8 February 27 – March 5	5.0	Storage	Complete from Module 5.0 Storage <ul style="list-style-type: none"> • 5.1 Storage Devices (26 min & 9 ques) • 5.2 SATA (31 min & 7 ques) • 5.3 Optical Media (25 min & 5 ques) • 5.4 RAID (52 min & 11 ques) (online assignment) RAID QUIZ in class (online assignment) Complete Discussion Board 5 (online assignment) Week 8 assignments must be completed and turned in before midnight Monday March 5	1, 2, 3 a, b, c
Week 9 March 6 - 12	6.0	Networking	Complete from Module 6.0 Networking <ul style="list-style-type: none"> • 6.1 Networking Overview (52 min & 10 ques) • 6.2 Network Hardware (43 min & 11 ques) • 6.3 Networking Media (45 min & 13 ques) (online assignment) • 6.4 Ethernet (23 min & 8 ques) (online assignment) Week 9 assignments must be completed and turned in before midnight Monday March 12	4, 5 a, b, c
Week 10 March 13 - 19	6.0	Networking	Complete from Module 6.0 Networking <ul style="list-style-type: none"> • 6.5 IP Networking (40 min & 15 ques) • 6.6 IP Configuration (51 min & 11 ques) • 6.7 IP version 6 (19 min & 8 ques) (online assignment) • 6.8 802.11 Wireless (61 min & 15 ques) (online assignment) • 6.9 Infrared, Bluetooth, and NFC (30 min & 9 ques) (online assignment) Week 10 assignments must be completed and turned in before midnight Monday March 19	4, 5 a, b, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 11 March 20 - 26	6.0	Networking	Complete from Module 6.0 Networking <ul style="list-style-type: none"> • 6.10 Internet Connectivity (50 min & 13 ques) • 6.11 SOHO Configuration (68 min & 11 ques) • 6.14 Network Troubleshooting (77 min & 15 ques) (online assignment) Binary Quiz (online assignment) IP Addressing Quiz in class (online assignment) Week 11 assignments must be completed and turned in before midnight Monday March 26	4, 5 a, b, c
Week 12 March 27 – April 9	7.0	Printing	Complete from Module 7.0 Printing <ul style="list-style-type: none"> • 7.1 Printers (54 min & 10 ques) • 7.2 Printer Configuration (45 min & 5 ques) • 7.3 Network Printing (42 min & 5 ques) • 7.5 Printer Maintenance (22 min & 6 ques) (online assignment) • 7.6 Printer Troubleshooting (40 min & 10 ques) (online assignment) Week 12 assignments must be completed and turned in before midnight Monday April 9	1,2,3,4 a, c
Apr 2-5		SPRING HOLIDAYS	NO CLASSES	na
Week 13 April 10 - 16	8.0 10.0	Mobile Devices System Implementation	Complete from Module 8.0 Mobile Devices <ul style="list-style-type: none"> • 8.1 Notebook Computers (32 min & 7 ques) • 8.2 Notebook Components (54 min & 15 ques) • 8.4 Notebook Troubleshooting (42 min & 15 ques) (online assignment) Complete from Module 10.0 System Implementation (online assignment) <ul style="list-style-type: none"> • 10.1 Component Selection (21 min & 8 ques) (online assignment) Week 13 assignments must be completed and turned in before midnight Monday April 16	1,3,5,6 a, b, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 14 April 16 – 23	13.0	Capstone Exercises	Complete from Module 13.0 Capstone Exercises <ul style="list-style-type: none"> • 13.1 Build a Computer from Scratch • 13.2 Troubleshoot a Malfunctioning Computer • 13.3 Troubleshoot System Startup (online assignment) • 13.8 Lab Sandbox (online assignment) Week 14 assignments must be completed and turned in before midnight Monday April 21	2,5 a, b, c
Week 15 April 24 - 30	B. CompTIA 220-901 Practice Exams	Domain Exams and Final Exam LAST WEEK OF CLASS SEMESTER ENDS	Complete practice Domain Questions to prepare for the final exam-these will not count for a grade but contain the same questions that may appear on the final exam (online assignment) Final Exam due April 30 or May 1st	1-6 a, b, c

COMPETENCY AREAS: (WILL VARY FOR EACH COURSE/TAKEN FROM STATE STANDARDS)

1. Hardware
2. Troubleshooting, Repair and Maintenance
3. Operating Systems and Software
4. Networking
5. Security
6. Operational Procedures

GENERAL CORE EDUCATIONAL COMPETENCIES

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.